



COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

CITIZEN ASSISTANCE SPECIALIST

Job Number: 20001836

Job Code: 96230V150516

Job Group: 9600 - GENERAL ADMINISTRATION

Job Established: 08/01/1985

Job Revised: 05/16/2015

Grade: 14 Salary (MIN - MID):

\$18,075-\$23,944 - Hourly

\$2,937.20-\$3,890.90 - 37.5 Hr. Monthly Salary

\$3,133.00-\$4,150.30 - 40 Hr. Monthly Salary

Special Entrance Rate:

NONE

NONE

NONE

PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months. For additional information refer to: <http://www.lrc.ky.gov/kar/101/001/325.htm>.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Provides assistance to the public regarding complex issues and complaints about government services. Guides casework, acts as liaison for and coordinates programmatic activities relative to the Departmental area to which they are assigned. Assists in research activities, conducts special studies and investigations; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

Graduate of a college or university with a bachelor's degree.

EXPERIENCE:

Must have three years of professional public relations, or public service experience (one of which must have been in a human services field or program).

Substitute EDUCATION for EXPERIENCE:

NONE

Substitute EXPERIENCE for EDUCATION:

Professional experience in directly administering employment and training programs, unemployment insurance, social services, social insurance or health services programs will substitute for the required college on a year-for-year basis; OR a master's degree in social work, sociology, psychology, nursing, public administration, health or related field supplemented by two years of professional public relations, or public service experience (one of which must have been in a human services field or program).

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

NONE

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

In addition to the duties of a Citizen Assistance Specialist, prepares and presents reports to supervisory staff concerning deficiencies in the delivery of governmental services in assigned Department or Departmental segment. Analyzes basis for client contact with the office to assess the implications for the client and state government. Research government policy and regulations as related to their specific Department. Prepares recommendations for alleviating programmatic deficiencies in their Department. Guides other Citizen Assistance Specialists in responding to routine inquiries and in security information from clientele pertaining to their Department. Informs Complaint Review staff of new developments in their area. Researches legislation and regulations as related to their Department.

UNIQUE PHYSICAL REQUIREMENTS:

TYPICAL WORKING CONDITIONS: *Incumbents in the job will typically perform their job duties under these conditions.*

Incumbents working in this job title primarily perform duties in an office setting. Minimal travel may be required.

ADDITIONAL REQUIREMENTS:

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title may be required to submit to a drug screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS IN ACCORDANCE WITH STATE AND FEDERAL LAWS.